

12-26-00

Approved for use through 10/31/2002. OMB 0651-0032
Patent and Trademark Office U.S. DEPARTMENT OF COMMERCE

**UTILITY
PATENT APPLICATION
TRANSMITTAL**
for new nonprovisional applications under 37 C.F.R. 1.53(b)

Attorney Docket No.	NTL-3.2.149/3550 (12767HUUS01U)
First Inventor:	Peter Tavernese, Jr.
Title	Customer Service Response System For Interaction With Customer Service Agents
Express Mail Label No.	EL694432953US

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

1. <input checked="" type="checkbox"/> Fee Transmittal Form (e.g., PTO/SB/17) <i>(submit an original, and a duplicate for fee processing)</i>	7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or computer Program (Appendix)
2. <input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27	8. Nucleotide and/or Amino Acid Sequence Submission <i>(if applicable, all necessary)</i>
3. <input checked="" type="checkbox"/> Specification Total Pages [13] <i>(preferred arrangement set forth below)</i>	a. <input type="checkbox"/> Computer Readable Form (CRF)
- Descriptive title of the invention	b. <input type="checkbox"/> Specification Sequence Listing on:
- Cross References to Related Applications	i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or
- Statement Regarding Fed sponsored R&D	ii. <input type="checkbox"/> paper
- Reference to sequence listing, a table, or a computer program listing appendix	c. <input type="checkbox"/> Statement verifying identity of above copies
- Background of the Invention	
- Brief Summary of the Invention	
- Brief Description of the Drawings (if filed)	
- Detailed Description	
- Claim(s)	
- Abstract of the Disclosure	
4. <input checked="" type="checkbox"/> Drawing(s) (35 U.S.C. 113) Total Pages [2]	
5. Oath or Declaration Total Pages [2]	
a. <input checked="" type="checkbox"/> Newly executed (original or copy)	9. <input checked="" type="checkbox"/> Assignment Papers (cover sheet & document(s))
b. <input type="checkbox"/> Copy from a prior application (37 CFR §1.63(d)) <i>(for continuation/divisional with Box 18 completed)</i>	10. <input type="checkbox"/> 37 C.F.R. §3.73(b) Statement <input type="checkbox"/> Power of Attorney <i>(when there is an assignee)</i>
i. <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR §§ 1.63(d)(2) and 1.33(b).	11. <input type="checkbox"/> English Translation Document <i>(if applicable)</i>
6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76	12. <input type="checkbox"/> Information Disclosure <input type="checkbox"/> Copies of IDS Citations Statement (IDS)PTO-1449
13. <input checked="" type="checkbox"/> Preliminary Amendment	
14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <i>(should be specifically itemized)</i>	
15. <input type="checkbox"/> Certified Copy of Priority Document(s) <i>(If foreign priority is claimed)</i>	
16. <input checked="" type="checkbox"/> Request and Certification under 35 USC 122(b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent.	
17. <input checked="" type="checkbox"/> Other: Check for \$974.00	

18. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment or in an Application Data Sheet under 37 CFR 1.76:

[] Continuation [] Divisional [] Continuation-in-part (CIP) of prior application No.: _____

Prior application information: Examiner _____ Group/Art Unit: _____

For CONTINUATION or DIVISIONAL APPS. Only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered to be part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

17. CORRESPONDENCE ADDRESS

<input type="checkbox"/> Customer Number or Bar Code Label	26784		: or <input checked="" type="checkbox"/> Correspondence address below <i>(Insert Customer No. Or Attach bar code label here)</i>
Name	COBRIN & GITTES		
Address	750 Lexington Avenue, 21 floor		
City	New York	State	New York
Country	U.S.A.	Telephone	(212) 486-4000
Zip Code	10022		
Fax	(212) 486-4007		

Name (Print/Type)	Richard M. Lehrer, Esq.	Registration No. (Attorney/Agent)	38,536
Signature	<i>Richard M. Lehrer</i>	Date	December 24, 2000

FEE TRANSMITTAL for FY 2001

Patent fees are subject to annual revision.

Complete if applicable

Application Number	to be assigned
Filing Date	concurrently herewith
First Named Inventor	Peter Tavernese, Jr.
Examiner Name	to be assigned
Group/Art Unit	to be assigned

TOTAL AMOUNT OF PAYMENT	(\$974.00)	Attorney Docket No.	NTL-3.2.149/3550 (12767HUUS01U)
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METHOD OF PAYMENT (check one)

FEE CALCULATION (continued)

The Commissioner is hereby authorized to charge indicated fees and credit any overpayments to:

Deposit Account Number: [03-2317]

Deposit Account Name: [COBRIN & GITTES]

[X] Charge any additional fee required under 37 CFR 1.16 and 1.17

[] Applicant claims small entity status. See 37 CFR 1.27

2. [X] Payment Enclosed:

[X] Check [] Money Order [] Other

FEE CALCULATION

1. BASIC FILING FEE

Large Entity	Small Entity						
		112	920*	112	920*	Req. publication of SIR prior to Examiner action	
Code (\$)	Code (\$)	Fee Description		Code (\$)	Fee Description		
101	201	355	Utility filing fee	115	110	215	55
106	206	160	Design filing fee	116	390	216	195
107	207	245	Plant filing fee	117	890	217	445
108	208	355	Reissue filing fee	118	1,390	218	695
114	214	75	Provisional filing fee	119	310	219	155
			SUBTOTAL (2)	120	310	220	155
							Brief in support of an appeal

2. EXTRA CLAIM FEES

		Extra Claim	Fee below	Fee Paid			
Total Claims	28	-20 =	8 x	18	\$144.00	138	1,510
Indep. Claims	4	-3 =	1 x	30	\$80.00	140	110
Multiple Dependent						141	240

*** or number previously paid, if greater; for reissues, see below*

Large Entity	Small Entity						
Code (\$)	Code (\$)	Fee Description		Code (\$)	Fee Description		
103	18	203	9	122	130	122	130
102	80	202	40	123	130	123	130
104	270	204	135	Independent claims in excess of 20		Petitions to the Commissioner	
109	80	209	40	126	180	126	180
110	18	210	9	581	40	Submit Info. Disclosure Stmt	
				146	710	246	355
				149	710	249	355
				179	710	279	355
				169	900	169	900

SUBTOTAL (2) (\$224.00)

Other fee (specify) _____

*** or number previously paid, if greater; For Reissues, see above*

*Reduced by Basic filing fee Paid SUBTOTAL (3)

40.00

SUBMITTED BY		Complete (if applicable)					
Name (Print Type)	Richard M. Lehrer	Registration Number	38,536	Telephone	(212) 486-4000		
Signature	<i>Richard M. Lehrer</i>		Date	December 20, 2000			

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SENT TO: Assistant Commissioner for Patents,

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

**REQUEST AND CERTIFICATION
UNDER
35 U.S.C. 122(b)(2)(B)(i)**

First Named Inventor	Peter Tayernese, Jr.
Title	Customer Service Response System For Interaction With Customer Service Agents
Atty Docket Number	NTL-3.2.149/3550

I hereby certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

12/21/00

Date

Richard M. Lehre

Signature

Richard M. Lehre

Typed or printed name

This request must be signed in compliance with 37 CFR 1.33(b) and submitted with the application upon filing.

Applicant may rescind this nonpublication request at any time. If applicant rescinds a request that an application not be published under 35 U.S.C. 122(b), the application will be scheduled for publication at eighteen months from the earliest claimed filing date for which a benefit is claimed.

If applicant subsequently files an application directed to the invention disclosed in the attached application in another country, or under a multilateral international agreement, that requires publication of applications eighteen months after filing, the applicant must notify the United States Patent and Trademark Office of such filing within forty-five (45) days after the date of the filing of such foreign or international application. Failure to do so will result in abandonment of this application (35 U.S.C. 122(b)(2)(B)(III)).

Burden Hour Statement: This collection of information is required by 37 CFR 1.213(a). The information is used by the public to request that an application not be published under 35 U.S.C. 122(b) (and the PTO to process that request). Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This form is estimated to take 6 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.